GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**FCR Total**
GOED	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 0	2 0	4 0
		Martin Gonzalez	2 2	0 0	2 2
		Assigned to Individual Total	6 2	2 0	8 2
	Capitol Desktop Support	Chad Poll	22 16	0 0	22 16
		Joshua Furgason	1 0	0 0	1 0
		Assigned to Individual Total	23 16	0 0	23 16
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Jake Vandenberghe	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Enterprise Security	Bobette Phillips	1 1	0 0	1 1

GOED

GOED			Low	Medium	FCR Total
GOED	Enterprise Security	**Assigned to Individual Total**	1 1	0 0	1 1
	Help Desk	Brenda Treadway	2 2	0 0	2 2
		Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	4 2	0 0	4 2
		Assigned to Individual Total	6 4	1 1	7 5
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	6 6	0 0	6 6
		Edward Fortner	1 1	0 0	1 1
		Liz Evans	3 3	0 0	3 3
		Assigned to Individual Total	10 10	0 0	10 10
	Network Operations	Jeff Reed	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

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GOED

			Low	Medium	FCR Total
GOED	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Assigned Group Total		52 34	4 1	56 35
Customer Company Total			52 34	4 1	56 35

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	MIR Total
GOED	Application Services	Danielle Hood	2 2	0 0	2 2
		Dustin Crump	2 2	2 1	4 3
		Martin Gonzalez	2 0	0 0	2 0
		Assigned to Individual Total	6 4	2 1	8 5
	Capitol Desktop Support	Chad Poll	22 2	0 0	22 2
		Joshua Furgason	1 1	0 0	1 1
		Assigned to Individual Total	23 3	0 0	23 3
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Jake Vandenberghe	1 1	0 0	1 1
		Assigned to Individual Total	1 1	1 0	2 1
	Enterprise Security	Bobette Phillips	1 1	0 0	1 1

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GOED

			Low	Medium	MIR Total
GOED	Enterprise Security	Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	6 0	1 0	7 0
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	6 0	0 0	6 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	3 0	0 0	3 0
		Assigned to Individual Total	10 0	0 0	10 0
	Network Operations	Jeff Reed	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

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GOED

			Low	Medium	**MIR Total**
GOED	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		52 9	4 1	56 10
Customer Company Total			52 9	4 1	56 10

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTIR Total
GOED	Application Services	Danielle Hood	2 1.18	0 0.00	2 1.18
		Dustin Crump	2 24.80	2 0.97	4 12.89
		Martin Gonzalez	2 0.28	0 0.00	2 0.28
		Assigned to Individual Total	6 8.75	2 0.97	8 6.81
	Capitol Desktop Support	Chad Poll	22 1.29	0 0.00	22 1.29
		Joshua Furgason	1 2.93	0 0.00	1 2.93
		Assigned to Individual Total	23 1.36	0 0.00	23 1.36
	Capitol Hosting	Curtis Parker	0 0.00	1 0.24	1 0.24
		Jake Vandenberghe	1 1.14	0 0.00	1 1.14
		Assigned to Individual Total	1 1.14	1 0.24	2 0.69

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GOED

			Low	Medium	ATTIR Total
GOED	Enterprise Security	Bobette Phillips	1 23.20	0 0.00	1 23.20
		Assigned to Individual Total	1 23.20	0 0.00	1 23.20
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	4 0.14	0 0.00	4 0.14
		Assigned to Individual Total	6 0.10	1 0.00	7 0.08
	Internal Application Development and Support	Beth Hendricks	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	1 0.22	0 0.00	1 0.22
	Metro A Help Desk	Ed Conrad	6 0.00	0 0.00	6 0.00
		Edward Fortner	1 0.00	0 0.00	1 0.00
		Liz Evans	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	10 0.00	0 0.00	10 0.00
	Network Operations	Jeff Reed	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	1 0.06	0 0.00	1 0.06

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GOED

			Low	Medium	ATTIR Total
GOED	Voice Operations	Gail Christiansen	1 0.10	0 0.00	1 0.10
		James Gifford	1 0.29	0 0.00	1 0.29
		Romanza Hamblin Sorensen	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	3 0.16	0 0.00	3 0.16
	Assigned Group Total		52 2.10	4 0.54	56 1.99
Customer Company Total			52 2.10	4 0.54	56 1.99

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GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents | | |
| | | | Bottom Number - Missed Resolution | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MR Total**
GOED	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 2	2 0	4 2
		Martin Gonzalez	2 2	0 0	2 2
		Assigned to Individual Total	6 4	2 0	8 4
	Capitol Desktop Support	Chad Poll	22 3	0 0	22 3
		Joshua Furgason	1 0	0 0	1 0
		Assigned to Individual Total	23 3	0 0	23 3
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Jake Vandenberghe	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Enterprise Security	Bobette Phillips	1 1	0 0	1 1

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GOED

			Low	Medium	MR Total
GOED	Enterprise Security	**Assigned to Individual Total**	1 1	0 0	1 1
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	6 0	1 1	7 1
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	6 0	0 0	6 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	3 0	0 0	3 0
		Assigned to Individual Total	10 0	0 0	10 0
	Network Operations	Jeff Reed	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0

GOED

			Low	Medium	MR Total
GOED	Voice Operations	James Gifford	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		52 8	4 1	56 9
Customer Company Total			52 8	4 1	56 9

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents Bottom Number - Average time in hours		
Customer Company	Assigned Group	Assigned to Individual	Low	Medium	ATTR Total
GOED	Application Services	Danielle Hood	2 2.04	0 0.00	2 2.04
		Dustin Crump	2 27.05	2 1.00	4 14.02
		Martin Gonzalez	2 154.29	0 0.00	2 154.29
		Assigned to Individual Total	6 61.13	2 1.00	8 46.10
	Capitol Desktop Support	Chad Poll	22 2.09	0 0.00	22 2.09
		Joshua Furgason	1 2.93	0 0.00	1 2.93
		Assigned to Individual Total	23 2.13	0 0.00	23 2.13
	Capitol Hosting	Curtis Parker	0 0.00	1 1.51	1 1.51
		Jake Vandenberghe	1 4.79	0 0.00	1 4.79
		Assigned to Individual Total	1 4.79	1 1.51	2 3.15

GOED

			Low	Medium	ATTR Total
GOED	Enterprise Security	Bobette Phillips	1 162.03	0 0.00	1 162.03
		Assigned to Individual Total	1 162.03	0 0.00	1 162.03
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 85.64	1 85.64
		Vicky Marrelli	4 0.21	0 0.00	4 0.21
		Assigned to Individual Total	6 0.14	1 85.64	7 12.36
	Internal Application Development and Support	Beth Hendricks	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	1 0.22	0 0.00	1 0.22
	Metro A Help Desk	Ed Conrad	6 0.20	0 0.00	6 0.20
		Edward Fortner	1 0.00	0 0.00	1 0.00
		Liz Evans	3 0.04	0 0.00	3 0.04
		Assigned to Individual Total	10 0.13	0 0.00	10 0.13
	Voice Operations	Gail Christiansen	1 0.46	0 0.00	1 0.46
		James Gifford	1 0.29	0 0.00	1 0.29

GOED

			Low	Medium	ATTR Total
GOED	Voice Operations	Romanza Hamblin Sorensen	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	3 0.33	0 0.00	3 0.33
	Assigned Group Total		51 11.27	4 22.29	55 12.05
Customer Company Total			51 11.27	4 22.29	55 12.05

GOED

Detail

INC000000608922	Suzanne Redington	Application	None	Gmail		TIR Missed: Yes	23.20
Enterprise Security	Bobette Phillips	GOED		Low	Resolved	TTR Missed: Yes	162.03
INC000000611102	Chad Davis	Application	None	Postini		TIR Missed: No	0.16
Application Services	Martin Gonzalez	GOED		Low	Resolved	TTR Missed: Yes	43.80
INC000000613661	Jonnie Wilkinson	Application	None	Gmail		TIR Missed: No	0.39
Application Services	Martin Gonzalez	GOED		Low	Resolved	TTR Missed: Yes	264.79
INC000000625961	Rebecca Norfleet	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	GOED		Medium	Closed	TTR Missed: Yes	85.64
INC000000629014	Bill Colbert	Application	Error	Citrix ICA Client		TIR Missed: No	0.06
Network Operations	Jeff Reed	GOED		Low	Closed	TTR Missed: N/A	
INC000000630237	Alex Quayson-sackey	Application	Error	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: Yes	7.66
INC000000630715	Fred Lange	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	GOED		Low	Closed	TTR Missed: No	0.00
INC000000631128	Barbara Bloedorn	Telecom	None	None		TIR Missed: No	0.51
Help Desk	Vicky Marrelli	GOED		Low	Closed	TTR Missed: No	0.52
INC000000631154	Barbara Bloedorn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen	GOED		Low	Closed	TTR Missed: No	0.23
INC000000631231	Peter Ashcroft	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	GOED		Low	Closed	TTR Missed: No	0.06
INC000000631455	Suzanne Redington	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: No	0.00
INC000000631717	Roxanne Graham	None	None	None		TIR Missed: Yes	41.23
Application Services	Dustin Crump	GOED		Low	Closed	TTR Missed: Yes	41.23
INC000000632018	David M Williams	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.24
Capitol Hosting	Curtis Parker	GOED		Medium	Closed	TTR Missed: No	1.51
INC000000632148	Ariel Briggs	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	GOED		Low	Closed	TTR Missed: No	1.09
INC000000632172	Ariel Briggs	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: No	0.00
INC000000632213	Ariel Briggs	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: No	0.00

GOED

INC000000632722	Greg Slater	None	None	Gmail		TIR Missed:	Yes	1.32
Application Services	Danielle Hood	GOED		Low	Closed	TTR Missed:	No	1.49
INC000000632729	Vicki Allison	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000633219	Marshall Moore	Application	None	PGP		TIR Missed:	No	0.48
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	3.24
INC000000633520	Austin Becker	PC/Laptop	Performance	None		TIR Missed:	No	0.23
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	1.18
INC000000633629	Chad Davis	Application	None	Gmail		TIR Missed:	Yes	1.05
Application Services	Danielle Hood	GOED		Low	Closed	TTR Missed:	No	2.60
INC000000634202	Robbin Williams	Application	None	Gmail		TIR Missed:	Yes	1.57
Application Services	Dustin Crump	GOED		Medium	Closed	TTR Missed:	No	1.57
INC000000634833	Derek Mellus	Application	Password	PGP		TIR Missed:	No	0.16
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.61
INC000000635529	Sophia Dicaro	None	None	None		TIR Missed:	No	0.37
Application Services	Dustin Crump	GOED		Medium	Closed	TTR Missed:	No	0.42
INC000000635530	Chad Davis	Application	Error	Gmail		TIR Missed:	Yes	21.68
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	Yes	21.68
INC000000636219	Adam Turville	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000636291	Tara Thue	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000636310	Michael Sullivan	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000636508	Diane Wilson	None	None	None		TIR Missed:	No	0.05
Help Desk	Vicky Marrelli	GOED		Low	Resolved	TTR Missed:	No	0.05
INC000000636724	Robbin Williams	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000636917	Ben Dodds	PC/Laptop	Hardware	None		TIR Missed:	Yes	2.93
Capitol Desktop Support	Joshua Furgason	GOED		Low	Closed	TTR Missed:	No	2.93
INC000000637089	Carson Howell	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed:	No	0.00
INC000000637700	Barbara Bloedorn	Telecom	None	None		TIR Missed:	No	0.29
Voice Operations	James Gifford	GOED		Low	Closed	TTR Missed:	No	0.29

GOED

INC000000637720	Sharon Cox	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.00
INC000000638010	Kelly Day	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.00
INC000000638496	Nathan Lambson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	0.12
INC000000639623	Sharon Cox	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000639651	Rebecca Katz	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000639680	Nathan Lambson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000640011	Dave Hansford	Telecom	Call Management	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	GOED	Low	Resolved	TTR Missed: No	0.46
INC000000640164	Cicily Howell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000641363	Sophia Dicaro	None	None	None		TIR Missed: Yes	5.61
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: Yes	10.76
INC000000641365	Marie Magre	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000641814	Ryan Harris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000642354	Ron Andrus	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.03
INC000000642784	Jenni Osman	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000642958	Samantha julian	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	8.38
	Application Services	Dustin Crump	GOED	Low	Resolved	TTR Missed: Yes	12.87
INC000000643203	Susan White	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000643427	Rebecca Norfleet	None	None	None		TIR Missed: Yes	1.14
	Capitol Hosting	Jake Vandenberghe	GOED	Low	Resolved	TTR Missed: No	4.79
INC000000643691	Tamra Dayley	None	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.83

GOED

INC000000643699	Tamra Dayley	Application	Error	Action Request System	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000643822	Ron Andrus	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000643863	Ron Andrus	None	None	None	TIR Missed: No	0.22
	Internal Application Development a Beth Hendricks	GOED	Low	Resolved	TTR Missed: No	0.22
INC000000644527	Sharon Cox	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000644564	Dan Royal	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000644923	Kelly Day	None	None	None	TIR Missed: No	0.01
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: No	0.27